

**SERVE DC**  
**Executive Office of the Mayor**  
**Program Analyst**

This position reports to the Deputy Director of Programs and is located in the Executive Office of the Mayor.

**Major Duties and Responsibilities**

Manage the Community Emergency Response Team (CERT) program as it relates to the role of citizens in the City-wide Strategic Volunteer Response Plan including the coordination of community stakeholders and partners.

Interface with the District of Columbia Emergency Management Agency to manage the role of CERT volunteers within the District Response Plan Emergency Support Function #16, Volunteer and Donations Management.

Periodically prepared status reports including program highlights of the CERT program and program partners.

Monitor and provide training and technical assistance for sub-grantees regarding programmatic compliance and progress toward objectives. Ensure that sub-grantees are operating at a high level of quality through phone calls, written correspondence, and site visits.

Review, critique and make recommendations regarding sub-grantee yearly continuation requests for funds ensuring that they are meeting objectives and performing activities and trainings as described in the grant agreement.

Under the direction of the Deputy Director of Programs, develop a site visit protocol and peer review process for communities involved with the Neighborhood Corps program.

Manage the database of volunteers that participate in CERT-related volunteer programs.

Conduct outreach to community organizations involved with volunteers and emergency activities as well as with individuals interested in serving as a CERT volunteer via presentations and distribution of information.

Update, maintain and monitor CERT information on the Serve DC (DC Commission on National and Community Service) website by interfacing with the Manager of Outreach and Communication, Serve DC staff, and Commissioners.

Assist in the coordination and development of a Neighborhood Citizen Corps in each of the 8 Wards of the District of Columbia and ensuring that appropriate training and support is

provided to these volunteers. Develop a community-based Incident Command Structure (ICS) and connect CERT teams to local first responders. Track all activities and report progress toward objectives.

Coordinate the aforementioned tasks, as appropriate, with the Corporation for National and Community Service, the DC Commission on National and Community Service, the Department of Homeland Security, Federal Emergency Management Agency, the DC Emergency Management Agency, the Office of the Deputy Mayor for Public Safety and Justice, the Office of Neighborhood Action and subgrantees to ensure a seamless operation.

Perform other duties as assigned.

#### FACTOR I: KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of national service policy issues and national service initiatives in and around the District of Columbia

Knowledge of the budget processes and federal funding requirements of the Corporation for National and Community Service and the Department of Homeland Security.

Knowledge of legislation, regulations, and provisions of federal and District law relating to national service, volunteerism and homeland security

Knowledge of volunteer management and volunteer deployment

Familiarity with emergency response protocols and the District and Federal response plans

Advanced skills training, written and oral presentation, computer literacy (Microsoft Word, Excel, and PowerPoint) and public speaking

Experience in relevant program specific outreach, event planning management, project management and evaluation experience

#### FACTOR II: SUPERVISORY CONTROLS

Works under the general supervision of the Deputy Director for Programs. The Deputy Director reviews recommended work plans and monitors work to observe adequacy of performance and results. The Deputy Director provides input, guidance, and advice during the progress of the work. Completed reports are assessed for adequacy and completeness.

#### FACTOR III: GUIDELINES

Guidelines in force are the legislation, regulations, and provisions of all federal and District laws relating to national service, Citizen Corps, Executive Orders of the Mayor, organizational and functional manuals, policies and procedures, and standard protocol. The Program Assistant uses judgment in interpreting and adapting guidelines for application to specific problems.

#### FACTOR IV: COMPLEXITY

The work involves the Citizen Corps role in the implementation of the City-wide Strategic Volunteer Response Plan; assisting with the distribution and monitoring of federal funds to awarded sub-grantees; supporting monitoring, training, and technical assistance to Commission-funded programs located within the District; providing technical assistance to the Commission in the grants process; relating the work of the Commission to the community; interfacing with community members, community organizations, and government agencies; responding to constituents from the service and volunteerism field to meet monitoring, informational, training and technical assistance needs; promoting service as a solution to community problems, analyzing situations; identifying problems; selecting techniques and methods to be used for effective performance and results.

#### FACTOR V: SCOPE AND EFFECT

The purpose of the work is to implement the Citizen Corps program within the Commission on National and Community Service in the Executive Office of the Mayor and to support the funding and monitoring of community based organizations as sub-grantees to affect best practices to benefit the citizens of the District. This position supports the Deputy Director to develop and implement strategies to engage persons and organizations in community service related to homeland security and emergencies and conducts on-going advocacy for participants in service. This position analyzes tasks on a variety of issues for use in policy and funding decisions. Substantial and varied interface with community individuals and groups is essential to the effectiveness of daily operations of the office.

#### FACTOR VI: PERSONAL CONTACTS

Personal contacts are with members of the Executive Office of the Mayor; staff of other District Agencies including the Emergency Management Agency; members of the Commission; funded program personnel; participants in community service organizations; members of the funding community; members representing educational systems; professional trainers and consultants; professionals in the emergency preparedness field; co-workers; the Corporation for National and Community Service; the Department of Homeland Security; and with the community at large.

#### FACTOR VII: PURPOSE OF CONTACTS

Contacts are for the purpose of exchanging and gathering information to promote community service and volunteerism as an opportunity and option for community organizations and individuals; to develop effective best practices for community service programs, staff, and participants; to inform reports and decisions of the Commission; to promote an ethic of

volunteerism and community service, and for fostering goodwill for the District of Columbia in its role as a leader in promoting solutions through community service. In particular, contacts are to coordinate the implementation of the City-wide Strategic Volunteer Response Plan.

#### FACTOR VIII: PHYSICAL DEMANDS

Normal physical dexterity is sufficient to perform the various functions of the position.

#### FACTOR IX: WORK ENVIROMENT

The work is performed in an office setting although representational duties require frequent and extensive visits to schools, colleges, service programs, government and private sector agencies and corporations.

The position is designated as an emergency employee.